

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

Listing of Claims:

1. (Currently Amended) A method for managing a change in hardware, said method comprising:

accessing a plurality of image forming apparatuses of a plurality of users through a computer network and acquiring  
5 information on the apparatuses of the users, said information on the apparatuses comprising count data of at least one of printing and copying;

acquiring information on a part to be changed from image forming apparatuses that require the part change;

10 generating information on the image forming apparatuses that require the part change, based on the information on the apparatuses of the users and the information on the part to be changed;

15 providing the information on the apparatuses that require the part change to a terminal operated by a maintenance administrator; and

calculating, for each part to be changed, a total number quantity of parts the part to be changed based on the information on the apparatuses that require the part change.

Claims 2 and 3 (Canceled).

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

4. (Previously Presented) The method according to claim 1, further comprising generating order data for the part to be changed based on the calculated total number of parts to be changed.

5. (Previously Presented) The method according to claim 4, further comprising transmitting the order data to a service parts system.

6. (Previously Presented) The method according to claim 1, wherein the acquired information on the part to be changed includes solution information, and the solution information is provided to the terminal operated by the maintenance administrator along with the information on the apparatuses that require the part change.

7. (Previously Presented) The method according to claim 1, wherein the information on the apparatuses of the users includes a product manufacture number.

8. (Previously Presented) The method according to claim 1, wherein the information on the apparatuses of the users includes information on an option configuration.

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

9. (Previously Presented) The method according to claim 1, wherein the information on the apparatuses of the users includes information on a network configuration.

10. (Previously Presented) The method according to claim 1, wherein the information on the apparatuses of the users includes usage condition information.

11. (Previously Presented) The method according to claim 1, wherein the information on the apparatuses of the users includes software information.

12. (Currently Amended) A system for managing a change in hardware, said system comprising:

an apparatus information acquiring section which accesses a plurality of image forming apparatuses of a plurality of users through a computer network and acquires information on the apparatuses of the users, said information on the apparatuses comprising count data of at least one of printing and copying;

a change information acquiring section which acquires information on a part to be changed from image forming apparatuses that require the part changed;

an information generating section which generates information on the image forming apparatuses that require the

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

part change, based on the information on the apparatuses of the  
users and the information on the part to be changed;

15 a providing section which provides the information on the  
apparatuses that require the part change to a terminal operated  
by a maintenance administrator; and

a calculating section which calculates, for each part to be  
changed, a total number quantity of parts the part to be changed  
20 based on the information on the apparatuses that require the part  
change.

Claims 13 and 14 (Canceled).

15. (Previously Presented) The system according to  
claim 12, further comprising an order data generating section  
which generates order data for the part to be changed based on  
the calculated total number of parts to be changed.

16. (Previously Presented) The system according to  
claim 15, further comprising a transmitting section which  
transmits the generated order data to a service parts system.

17. (Previously Presented) The system according to  
claim 12, wherein the acquired information on the part to be  
changed includes solution information, and the solution

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

information is provided to the terminal operated by the  
5 maintenance administrator along with the information on the  
apparatuses that require the part change.

18. (Previously Presented) The system according to  
claim 12, wherein the information on the apparatuses of the users  
includes a product manufacture number.

19. (Previously Presented) The system according to  
claim 12, wherein the information on the apparatuses of the users  
includes information on an option configuration.

20. (Previously Presented) The system according to  
claim 12, wherein the information on the apparatuses of the users  
includes software information.

21. (Previously Presented) The system according to  
claim 12, wherein the information on the apparatuses of the users  
includes usage condition information.

22. (Currently Amended) A computer-readable storage medium  
having computer-readable program code stored thereon for causing  
a computer to manage a change in hardware, said computer-readable  
program code comprising:

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

5 computer readable program code for causing the computer to  
access a plurality of image forming apparatuses of a plurality of  
users through a computer network and acquire information on the  
apparatuses of the users, said information on the apparatuses  
comprising count data of at least one of printing and copying;

10 computer readable program code for causing the computer to  
acquire information on a part to be changed from image forming  
apparatuses that require the part changed;

computer readable program code for causing the computer to  
generate information on the image forming apparatuses that  
15 require the part change, based on the information on the  
apparatuses of the users and the information on the part to be  
changed;

computer readable program code for causing the computer to  
provide the information on the apparatuses that require the part  
20 change to a terminal operated by a maintenance administrator; and

computer readable program code for causing the computer to  
calculate, for each part to be changed, a total ~~number~~ quantity  
of ~~parts~~ the part to be changed based on the information on the  
apparatuses that require the part change.

Claims 23 and 24 (Canceled).

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

25. (Previously Presented) The computer-readable storage medium according to claim 22, wherein said computer-readable program code further comprises computer readable program code for causing the computer to generate order data for the part to be changed based on the calculated total number of parts to be changed.

26. (Previously Presented) The computer-readable storage medium according to claim 25, wherein said computer-readable program code further comprises computer readable program code for causing the computer to transmit the order data to a service parts system.

27. (Previously Presented) The computer-readable storage medium according to claim 22, wherein the acquired information on the part to be changed includes solution information, and the solution information is provided to the terminal operated by the maintenance administrator along with the information on the apparatuses that require the part change.

28. (Previously Presented) The computer-readable storage medium according to claim 22, wherein the information on the apparatuses of the users includes a product manufacture number.

Application No. 10/002,772  
Response to Office Action

Customer No. 01933

29. (Previously Presented) The computer-readable storage medium according to claim 22, wherein the information on the apparatuses of the users includes usage condition information.

30. (Previously Presented) The computer-readable storage medium according to claim 22, wherein the information on the apparatuses of the users includes software information.

31. (Previously Presented) The method according to claim 11, wherein the software information comprises software version information.

32. (Previously Presented) The system according to claim 20, wherein the software information comprises software version information.

33. (Previously Presented) The computer-readable storage medium according to claim 30, wherein the software information comprises software version information.